

SECTION C-16

PERFORMANCE REQUIREMENTS DOCUMENT

(Active Component/Reserve Component Training)

## **C-16. Active Component/Reserve Component Training—Description of Services.**

### **C-16.1. Scope of Work.**

This description of services describes the United States Army Garrison, Fort Sam Houston Active Component/Reserve Component Training support services that shall be performed by the Service Provider. The purpose of this Performance Requirements Document (PRD) and the resulting contract is to obtain efficient, cost-effective Base Operations (BASOPS) services for all activities on Fort Sam Houston, its sub-installations, leased facilities, and other off-post sites as defined in appropriate support agreements. The estimated quantities of work are listed in C-16.4. Technical Exhibit 6, Estimated Annual Workload and Associated Factors.

The Service Provider shall perform all operations specified in the PRD beginning on the first day of the base performance period. All work or requirements that have been started by the Government, but not completed as of the first day of the base performance period, shall be completed by the Service Provider.

### **C-16.2. Summary of Expectations.**

The Service Provider shall provide a broad range of AC/RC Training support services dedicated to the customers of Fort Sam Houston. The Service Provider shall be responsible for all planning, coordination, and oversight of military training programs. The Service Provider shall be responsible for administration and logistical support for assigned, tenant, and off-post units for all military services, authorized civilian agencies, the Active Component (AC), Reserve Component (RC), Reserve Officers Training Corps (ROTC), and Junior Reserve Officers Training Corps (JROTC) units receiving training support from Fort Sam Houston. The Service Provider shall ensure quality work performance in accordance with applicable standards and guidelines. A consolidated listing of mandatory and advisory documents applicable to this PRD is contained in C-16.4., Technical Exhibit 4, Publications and Forms.

The Service Provider shall be responsible for applying appropriate mandatory and advisory technical standards, resources, and priorities to fulfill product and service requirements, aiding the customer in defining and quantifying his expectations of satisfactory quality, and performing any rework necessary to yield a final product or service that will ensure high customer satisfaction. See Technical Exhibit 1 and Technical Exhibit 7 for a listing which includes, but is not limited to, services for which the Government has identified at least one type of standard which is significant to satisfactory performance. The absence of comprehensive Government standards does not absolve the Service Provider of the overall responsibility to generate high quality products and services according to normal business practices and industry standards, nor does this condition detract from Government enforceability nor limit the rights or remedies of the Government under all provisions of the contract.

The normal operating hours for AC/RC Training services shall be from 7:00 A.M. to 5:00 P.M., Monday through Friday, excluding government holidays. In addition to direct coordination with supported customers, the Service Provider shall also coordinate with other Government offices and Government Contractors to the extent necessary to ensure satisfactory performance under this PRD and to effect a smooth hand-off of work to and from other Government or contracted service providers.

### **C-16.3. Services Performed.**

**C-16.3.1. The Service Provider shall provide coordination services for military school requests and support training programs.**

## SECTION C-16

- C-16.3.1.1. *The Service Provider shall process requests for training.* The Service Provider shall receive and verify accuracy and completion of training requests for military and civilian personnel and submit requests through the Automated Training Requirements and Resources System (ATRRS). The Service Provider shall coordinate services for approved training requests and coordinate actions for course cancellation or substitution upon request. The Service Provider shall process late requests for training received less than 33 days prior to course start date.
- C-16.3.1.2. *The Service Provider shall prepare travel orders.* The Service Provider shall coordinate funding, travel, billeting, and dining arrangements for personnel approved for military training. The Service Provider shall prepare travel orders and maintain a system for monthly verification of paid travel vouchers. The Service Provider shall make all necessary amendments and revocations to travel orders. The Service Provider shall prepare travel orders for late requests for training received less than 33 days prior to course start date.
- C-16.3.1.3. *The Service Provider shall prepare and submit the Total Army Central Individual/Training Solicitation (TACITS) Report.* The Service Provider shall request training needs information from assigned, tenant, and off post active Army units, verify training requirements and prepare a consolidated Fort Sam Houston training projection report to be published and provided to the government official for approval.
- C-16.3.1.4. *The Service Provider shall coordinate support requirements for the monthly Primary Leadership Development Course (PLDC) conducted at Fort Hood, Texas.* The Service Provider shall coordinate travel arrangements for students to attend the Primary Leadership Development Course. The Service Provider shall prepare a Letter of Instruction (LOI) for students providing information regarding travel arrangements. The Service Provider shall report no-shows to the government official.
- C-16.3.1.5. *The Service Provider shall organize, maintain, coordinate, and facilitate the New Installation Commander and First Sergeant Orientation course quarterly.* The Service Provider shall determine and coordinate with functional briefers to establish a course agenda. The Service Provider shall develop a training plan to provide an overview and familiarization of Fort Sam Houston's mission, units, and support service capabilities. The Service Provider shall solicit unit attendees and distribute letters to all involved personnel and agencies, coordinate facilities and instructors for training, and facilitate the course.
- C-16.3.1.6. *The Service Provider shall provide the Installation Staff Contractors Training Course (ISTC).* The Service Provider shall schedule and facilitate quarterly ISTC classes for all contractor personnel interfacing with Initial Entry Training (IET) personnel. The Service Provider shall maintain the status of contractor personnel trained to ensure all applicable personnel receive ISTC instruction within the first six (6) months of employment at Fort Sam Houston.
- C-16.3.1.7. *The Service Provider shall interpret, disseminate, and provide advice and information on training guidance.* The Service Provider shall provide information on course policies, prerequisites, and requirements, and respond to customer inquiries regarding training issues.

### **C-16.3.2. The Service Provider shall write and distribute training guidance and coordinate unit training briefings.**

- C-16.3.2.1 *The Service Provider shall publish and distribute training guidance for units.* The Service Provider shall compile information from applicable regulations, training circulars, training meetings, and special directions from the Garrison Commander. The Service Provider shall write and distribute quarterly and annual training guidance for USAG units upon approval by the government official.
- C-16.3.2.2 *The Service Provider shall coordinate and participate in quarterly unit training status briefings.* The Service Provider shall assist units by providing briefing guidelines and scheduling training status briefings with

## SECTION C-16

the Garrison Commander, Installation Commander, and Brooke Army Medical Center (BAMC) Commander. The Service Provider shall participate in unit training briefings to resolve issues as training subject matter expert (SME).

### **C-16.3.3. The Service Provider shall evaluate and ensure effectiveness of unit training programs by reviewing training records and training programs.**

C-16.3.3.1 *The Service Provider shall evaluate the unit training program.* The Service Provider shall develop inspection checklists specific to unit training requirements and participate in the inspection of units. The Service Provider shall inspect units for compliance with training guidelines to include proper maintenance of training records. The Service Provider shall identify and document noncompliance issues, recommend corrective actions, and follow up on discrepancies.

C-16.3.3.2 *The Service Provider shall report the Common Task Test (CTT) training completed by unit.* The Service Provider shall compile unit CTT data quarterly and submit information for the training portion of the consolidated Unit Status Report (USR). The Service Provider shall forward Army guidance to unit training non-commissioned officers (NCOs) indicating CTT requirements by individual rank and conduct random inspections of unit CTT records.

C-16.3.3.3 *The Service Provider shall review and coordinate the mandatory training of units preparing to mobilize or deploy.* The Service Provider shall evaluate training status of mobilized and deploying units and coordinate required training for the unit.

### **C-16.3.4. The Service Provider shall manage and maintain assigned billeting and classroom facilities and coordinate the use of classrooms and training areas.**

C-16.3.4.1 *The Service Provider shall manage and maintain assigned billeting and classroom facilities for personnel training at Fort Sam Houston.* The Service Provider shall process reservations for billeting or classroom facilities and training areas and maintain a facilities utilization schedule. The Service Provider shall ensure cleanliness and proper operational functions of billets and classrooms. The Service Provider shall coordinate repairs to facilities as required. The Service Provider shall in-process and out-process billeted parties. The Service Provider shall manage a linen exchange program for the assigned billeting. (See Technical Exhibit 2 for a listing of Government Furnished Contracts available to support this service.) (See Table 6-3 for a listing of Government Furnished Facilities currently used to support this service.) (For Camp Bullis see Section C-17.)

C-16.3.4.2 *The Service Provider shall coordinate repairs to or turn in of equipment and furnishings used in assigned billeting and classroom facilities.* The Service Provider shall assess the need for repairs to equipment or furnishings and coordinate repairs to items or process equipment for turn in.

### **C-16.3.5. The Service Provider shall coordinate the Annual Pre-Camp Training (AT) Conference and maintain the Reserve Component Training Support Guide for Reserve Component Personnel.**

C-16.3.5.1 *The Service Provider shall coordinate with staff agencies, schedule, and host the Annual Training Conference.* The Service Provider shall compose and forward letters of invitation to all units, coordinate with staff agencies to ensure functional briefers, arrange and set up conference facility, and host briefing. The Service Provider shall provide Training Support Guides, maps, and installation agency support materials, and provide installation tours as requested.

C-16.3.5.2 *The Service Provider shall annually review, update, and maintain the Training Support Guide.* The Service Provider shall review and consolidate input from staff agencies, and prepare an updated Training

## SECTION C-16

Support Guide to be published and distributed to Reserve Component personnel at the Annual Pre-Camp training conference. The Service Provider shall submit final drafts of the Training Support Guide to the government official for approval prior to publication and distribution.

C-16.3.5.3 *The Service Provider shall coordinate support requirements for the Junior Reserve Officer Training Corps (JROTC) Summer Camps at Camp Bullis.* The Service Provider shall coordinate with tenants and agencies to provide support requirement of JROTC students in training at Camp Bullis to include, but not limited to, billeting, messing, and transportation. The Service Provider shall facilitate in-progress reviews (IPRs), and follow up on personnel, equipment, and facilities support to ensure satisfactory completion.

### **C-16.3.6. The Service Provider shall provide ammunition management services for training units.**

C-16.3.6.1 *The Service Provider shall prepare consolidated ammunition forecasts for Garrison and FORSCOM units.* The Service Provider shall consolidate individual unit training ammunition forecasts using the Training Ammunition Management Information System (TAMIS). The Service Provider shall manage ammunition for tenant units, verify ammunition authorizations, prepare monthly and annual forecasts, and electronically submit forecasts to appropriate major command.

C-16.3.6.2 *The Service Provider shall utilize TAMIS to process and verify requests for issues and turn ins of ammunition for training units.* The Service Provider shall coordinate with the Ammunition Supply Point to ensure residual ammunition is turned in.

C-16.3.6.3 *The Service Provider shall attend and participate in the Committee for Ammunition Logistics Support (CALS) meeting.* The Service Provider shall participate as a voting member in semi-annual CALS meetings to discuss training ammunition issues and constraints. The Service Provider shall brief appropriate Fort Sam Houston personnel with outcome of CALS meetings as warranted.

### **C-16.3.7. The Service Provider shall provide personnel administrative support for Individual Ready Reserve (IRR) personnel performing active duty at Fort Sam Houston.**

C-16.3.7.1 *The Service Provider shall research the Army Reserve Personnel Command (ARPERSCOM) Orders Resource System (AORS) to initiate and extract orders for vacant IRR positions, provide information on available IRR positions, position requirements, verify candidate qualifications, and process applications.* The Service Provider shall receive candidate applications for active duty training and annual training for members of the Army Reserve and process applications for assignment orders through the AORS. The Service Provider shall forward instructional information to individuals with approved orders from ARPERSCOM.

C-16.3.7.2 *The Service Provider shall in-process and out-process IRR personnel.* The Service Provider shall utilize the ARPERSCOM automated system to obtain pertinent information for individuals processing in or out of Fort Sam Houston. The Service Provider shall provide orientation information, ensure personnel properly complete appropriate forms to include, but not limited to travel vouchers, withholding and direct deposit, emergency data record, Serviceman's Group Life Insurance, Army Physical Fitness Card, and performance appraisal. The Service Provider shall submit travel vouchers to DFAS and all other forms to the local reserve pay office.

C-16.3.7.3 *The Service Provider shall prepare Military Clothing Requests.* The Service Provider shall verify clothing authorizations and prepare Military Clothing Requests for enlisted soldiers requesting issue.

C-16.3.7.4 *The Service Provider shall coordinate and administer Army Physical Fitness Test (APFT).* The Service Provider shall schedule, coordinate use of required facilities, and conduct physical training evaluation of IRRs as

## SECTION C-16

required. The Service Provider shall administer physical fitness tests and issue physical training cards to IRR personnel. The Service Provider shall submit APFT results to the government official.

### **C-16.3.8. The Service Provider shall provide Training Aids, Devices, Simulators, and Simulation (TADSS) and provide training device information for customers.**

C-16.3.8.1 *The Service Provider shall manage the inventory, issue, and return of all non- Multiple Integrated Laser Engagement (MILES) training devices using the Standard Property Book System-Redesigned (SPBS-R).* The Service Provider shall add training devices to property book records as acquired and coordinate turn-in of non-MILES training devices for repair or disposition. The Service Provider shall coordinate turn-ins of obsolete training devices to local or out-of-town Defense Reutilization and Marketing Offices (DRMOs). The Service Provider shall track issue and return of available training devices. The Service Provider shall coordinate installation-to-installation and lateral transfers of training device equipment. The Service Provider shall process Reports of Survey (ROS) for equipment identified as lost, damaged, or destroyed.

C-16.3.8.2 *The Service Provider shall manage the inventory, issue, and return of MILES training devices.* The Service Provider shall verify availability and track issue and returns of MILES equipment using the MILES Army Tracking System (MATS). The Service Provider shall submit electronic monthly MILES utilization statistics reports to the Army Training Support Center (ATSC) at Fort Eustis. The Service Provider shall coordinate repairs to damaged or non-operational equipment. The Service Provider shall travel to Fort Hood up to twice per month for turn-ins and pick up of MILES equipment. The Service Provider shall remove obsolete equipment from the MILES training device inventory.

C-16.3.8.3 *The Service Provider shall receive requests, schedule utilization, and provide user information for Fire Arms Training System (FATS), simulator for military police and riot control, Weaponeer, Multiple Arcade Combat Simulator (MACS), and Guard Fist.*

C-16.3.8.4 *The Service Provider shall conduct training sessions for proper operation of training devices.* The Service Provider shall present oral briefings and demonstrate physical operation and proper maintenance methods for training devices. The Service Provider shall issue proof of certification of qualification for participants successfully completing training.

C-16.3.8.5 *The Service Provider shall provide device warehouse tours and respond to customer inquiries.* The Service Provider shall conduct tours of the training device warehouse as requested and provide information on training device policies and procedures. The Service Provider shall support customer telephonic and walk-in inquiries regarding training devices and expendable graphic training aids.

### **C-16.3.9. The Service Provider shall operate and manage the fabrication shop.** The Service Provider shall fabricate signs, banners, charts, status boards, and unique training devices to meet specific training requirements as requested. The Service Provider shall prepare cost estimates for work orders, submit estimates to customer, and determine and verify funding for projects. The Service Provider shall submit work orders for installation of signs as required and procure and provide all appropriate materiel.

### **C-16.3.10. The Service Provider shall manage the Hazardous Materials (HAZMAT) training program and the Nuclear, Biological, Chemical (NBC) Program**

C-16.3.10.1 *The Service Provider shall conduct HAZMAT, Hazardous Communications (HAZCOM), and NBC training courses on a monthly basis and as requested.* The Service Provider shall develop and maintain lesson plans for all courses and develop required test materials. The Service Provider shall provide the Environmental Office with documentation of training as required. The Service Provider shall issue certification documentation to

## SECTION C-16

students successfully completing training classes. The Service Provider shall maintain HAZMAT training tracking system.

C-16.3.10.2 *The Service Provider shall review, interpret, and disseminate information, and provide guidance on all HAZMAT and NBC matters as the SME using Code of Federal Regulation (CFR) guidelines. The Service Provider shall provide technical data on Weapons of Mass Destruction Plans.*

C-16.3.10.3 *The Service Provider shall develop installation policies and procedures for the NBC program; develop NBC inspection plans, conduct inspections of unit NBC equipment and maintenance records, and identify and document discrepancies.*

C-16.3.10.4 *The Service Provider shall identify and report findings of chemical warfare materials. The Service Provider shall identify items as chemical warfare materials and notify the government official of findings.*

C-16.3.10.5 *The Service Provider shall provide input and coordinate assistance to the City of San Antonio Anti-Terrorism Plan and exercises. The Service Provider shall conduct research for possible ways for Fort Sam Houston to assist in proposed terrorist exercises or situations as prescribed by the City of San Antonio. The Service Provider shall attend City meetings and present assistance briefing when required. The Service Provider shall coordinate support actions in event of plan exercise.*

## SECTION C-16

### **C-16.4. Technical Exhibits.**

TECHNICAL EXHIBIT 1 – SERVICE PERFORMANCE SUMMARY (SPS)

TECHNICAL EXHIBIT 2 – GOVERNMENT FURNISHED CONTRACTS

TECHNICAL EXHIBIT 3 – ACRONYMS AND DEFINITIONS

TECHNICAL EXHIBIT 4 – PUBLICATIONS AND FORMS

TECHNICAL EXHIBIT 5 – REQUIRED REPORTS

TECHNICAL EXHIBIT 6 – ESTIMATED ANNUAL WORKLOAD AND ASSOCIATED FACTORS

TECHNICAL EXHIBIT 7 – PERFORMANCE SUMMARY OF QUALITY CONTROL STANDARDS

(Active Component/Reserve Component Training)

TECHNICAL EXHIBITS

## SECTION C-16

### **C-16.3.1. Technical Exhibit 1—Service Performance Summary (SPS).**

**C-16.4.1. SERVICE PERFORMANCE SUMMARY (SPS).** The SPS charts, at the end of this technical exhibit:

**C-16.4.1.1.** Lists the specific paragraph in the SPS that the government will surveil. The absence of any contract requirement from the SPS shall not detract from its enforceability or limit the rights or remedies of the government under any other provision of the contract, including the clauses entitled “Inspection of Services” and “Default.”

**C-16.4.1.2.** Lists the service to be performed.

**C-16.4.1.3.** Lists the standard of performance for each specific service.

**C-16.4.1.4.** Lists the maximum error rate from standard performance for that service, that may occur before the government will determine the service to be unacceptable. The lot size is used when random sample is the basis for surveillance. The period of time covered by the inspection is also listed.

**C-16.4.1.5.** Lists the surveillance methods the government will use to evaluate the service provider’s performance in meeting the contract requirements.

**C-16.4.2. GOVERNMENT QUALITY ASSURANCE.** Service Provider performance will be compared to the contract standards and performance requirements using the Quality Assurance Surveillance Plan (QASP). This document is for government use only.

**C-16.4.2.1.** Random sampling of recurring service output items (daily, weekly, monthly, quarterly, semiannually, annually, or as required) as determined necessary to assure a sufficient evaluation of contractor performance.

**C-16.4.2.2.** One Hundred-Percent Inspection of those tasks that occur infrequently and cannot be random sampled because the sample size for a small lot may exceed the lot size. This type of inspection occurs each time a task is performed.

**C-16.4.2.3.** Periodic surveillance of output items (daily, weekly, monthly, quarterly, semiannually, annually, or as required) as determined necessary to assure a sufficient evaluation of contractor performance.

**C-16.4.2.4.** Customer complaints.

**C-16.4.3. PERFORMANCE EVALUATION.** Performance of a service will be evaluated to determine whether or not it meets the minimum standard listed in the contract. When the performance standard is exceeded, a Contract Discrepancy Report (CDR) will be issued to the contractor by the contracting officer. The contractor shall respond to the CDR by completing the form and returning it to the contracting officer within 15 calendar days of receipt

DADA10-00-R-0013  
01/31/01  
ATCH 1

## SECTION C-16

<b>PRD PARA</b>	<b>SERVICE PERFORMED</b>	<b>PERFORMANCE STANDARD</b>	<b>MAX ERROR RATE</b>	<b>SURV METHOD</b>
C-16.3.3.2	The Service Provider shall report the Common Task Test (CTT) training completed by unit.	CTT analysis completed and submitted no later than 5 days prior to Unit Status Report (USR) briefing date; late analysis will be submitted no later than 3 days prior to USR briefing date	25% Lot = Number of CTT analyses per year	Periodic inspection
C-16.3.6.1	The Service Provider shall prepare consolidated ammunition forecasts for Garrison and FORSCOM units.	Annual ammunition forecast submitted error free and by 15 <sup>th</sup> of January to appropriate command	0% Lot = Number of ammunition forecasts submitted per year	Periodic inspection
C-16.3.6.1	The Service Provider shall prepare consolidated ammunition forecasts for Garrison and FORSCOM units.	Monthly ammunition forecast submitted to the ASP error free and by the 15 <sup>th</sup> day of each month	0% Lot = Number of monthly ammunition forecasts submitted to ASP per year	Periodic inspection
C-16.3.6.2	The Service Provider shall process and verify requests for ammunition issues and turn ins for training units using TAMIS.	Requests for ammunition shall be completed within 1 work day of receipt of request	5% Lot = Number of ammunition requests processed per quarter	Random sampling
C-16.3.7.2	The Service Provider shall in-process and out-process IRR personnel.	Individuals will be in-processed in 2 hours or less	1% Lot = Number of individuals in-processed per quarter	Random sampling
C-16.3.7.2	The Service Provider shall in-process and out-process IRR personnel.	Individuals out-processed within 1 workday	1% Lot = Number of individuals out-processed per quarter	Random sampling
C-16.3.10.3	The Service Provider shall develop installation policies and procedures for the NBC program; develop NBC inspection plan, conduct inspections of unit NBC equipment and maintenance records, and identify and document discrepancies.	Conduct and complete requested inspection within 5 working days of receiving request	10% Lot = Number of NBC inspections requested per year	Periodic inspection

DADA10-00-R-0013  
01/31/01  
ATCH 1

SECTION C-16

**C-16.3.2. Technical Exhibit 2—Government Furnished Contracts.**

<b>Contract No./ Lease No.</b>	<b>Service Provider</b>	<b>Service Description</b>	<b>Comments</b>
DADA10-99-D- <u>0033</u>	Sunshine Laundry	Laundry Service	C-16.3.4.1

DADA10-00-R-0013  
01/31/01  
ATCH 1

**C-16.3.3. Technical Exhibit 3-Acronyms and Definitions.**

This Technical Exhibit contains only those abbreviations, acronyms, and definitions that are unique to Section C-16 of the PRD. Please refer to Appendix A, Section C-1.5 for all others not cited in this Technical Exhibit.

**ACRONYMS**

AC – Active Component  
AORS – Army Reserve Personnel Command Orders Resource System  
APFT – Army Physical Fitness Test  
ARPERSCOM – Army Reserve Personnel Command  
AT – Annual Training  
ATRRS – Automated Training Requirements and Resources System  
ATSC – Army Training Support Center  
BAMC – Brooke Army Medical Center  
CALS – Committee Ammunition Logistics  
CFR – Code of Federal Regulation  
CIPB – Consolidated Installation Property Book  
CTT – Common Task Testing  
DIMA – Drilling Individual Mobilization Augmentee  
DFAS – Defense Finance and Accounting Service  
DRMO – Defense Reutilization and Marketing Office  
FATS – Fire Arms Training System  
FDC – Fielded Device Council  
FMB – Financial Management Branch  
FSH – Fort Sam Houston  
HAZCOM – Hazardous Communications  
HAZMAT – Hazardous Materials  
IDT – Inactive Duty for Training  
IET – Initial Entry Training  
IMA – Individual Mobilization Augmentee  
IRR – Individual Ready Reserve  
ISTC – Installation Staff Contractors Training Course  
JROTC – Junior Reserve Officers Training Corps  
JRU – Joint Readiness Unit

## SECTION C-16

MACS – Multiple Arcade Combat Simulator

MATS – Miles Army Tracking System

MILES – Multiple Integrated Laser Engagement Equipment

N/A – Not Available

NBC – Nuclear, Biological, Chemical

NCO – Non-Commissioned Officer

PAE – Physical Aptitude Evaluation

PLDC – Primary Leadership Development Course

PT – Physical Training

RC – Reserve Component

ROS – Report of Survey

ROTC – Reserve Officers Training Corps

TACITS – Total Army Central Individual/Training Solicitation

TADSS – Training Aids, Devices, Simulators, and Simulation

TAMIS – Training Ammunition Management Information System

TSC – Training Support Center

TSFO – Training Set Forward Observer

USARC – United States Army Reserve Component

### DEFINITIONS

#### **Customer (Government)**

Those individuals and organizations of an official Government nature who are external to the Service Provider's workforce (both direct and indirect) and costs pertaining to this PRD.

## SECTION C-16

### C-16.3.4. Technical Exhibit 4—Publications and Forms.

Publications and Forms that specifically apply to Section C-16 of the PRD are listed below. Appendix B, Section C-1 also contains listings of publications and forms that shall be included with this Technical Exhibit to define the full listing of applicable documents. The publications and forms have been coded as mandatory or advisory. The Service Provider is obligated to follow those publications and use those forms coded as mandatory to the extent specified in other portions of PRD Section C-16. The Service Provider shall be guided by those publications or use those forms coded advisory to the extent necessary to accomplish requirements in this PRD. All publications and forms listed will be provided by the Government at the start of the contract. It is the responsibility of the Service Provider to establish follow-on requirements if necessary. Supplements or amendments to listed publications from any organizational level may be issued during the life of the contract.

*Table 4-1: Federal Government Documents*

Document	Publication Name	Date
CFR 10	Protection of Environment Title 10, Department of Energy	01 Jul 99 Mandatory
CFR 40	Protection of the Environment (EPA)	01 Jul 99 Mandatory
CFR 49	Department of Transportation	01 Jul 99 Mandatory

*Table 4-2: Department of Defense Documents*

Document	Publication Name	Date
DODD 1235.10	Activation, Mobilization, and Demobilization of the Ready Reserve	01 Jul 95 Mandatory

*Table 4-3: Army Regulations*

Document	Publication Name	Date
AR 5-9	Area Support Responsibilities	16 Oct 98 Mandatory
AR 5-13	Training Ammunition Management System	20 Dec 94 Mandatory
AR 71-13	The Department of the Army Equipment Authorization and Usage Program	03 Jun 88 Mandatory
AR 140-145	Individual Mobilization Augmentation (IMA) Program	23 Nov 94 Mandatory
AR 210-21	Army Ranges and Training Land Program	01 May 97 Mandatory
AR 350-1	Army Training	01 Aug 83 Mandatory
AR 350-38	Training Device Policies and Management	15 Oct 93 Mandatory
AR 350-4	Integrated Training Area Management (ITAM)	08 May 98 Mandatory

## SECTION C-16

Document	Publication Name	Date
AR 350-41	Training in Units	19 Mar 93 Mandatory
AR 350-42	Nuclear, Biological, and Chemical Defense and Chemical Warfare Training	Jun 97 Mandatory
AR 350-90	U.S. Army Formal School Catalog	31 Oct 95 Mandatory
AR 700-13	Worldwide Ammunition Review and Assistance Program	20 Nov 91 Mandatory
AR 710-2	Inventory Management Supply Policy Below the Wholesale Level	31 Oct 97 Mandatory
AR 735-5	Policies and Procedures for Property Accountability	31 Jan 98 Mandatory
AR 740-26	Physical Inventory Control	01 Jul 80 Mandatory

*Table 4-4: Department of the Army Pamphlets (DA Pam)*

Document	Publication Name	Date
DAP 25-37	Index of Graphic Training Aids	01 Jul 95 Mandatory
DAP 350-9	Index and Description of Army Training Devices	15 Feb 00 Mandatory
DAP 350-38	Standards in Weapons Training	30 Jul 97 Mandatory
DAP 700-17	The Army Ammunition Management System	16 Dec 82 Mandatory

*Table 4-5: Ft Sam Houston Regulations, Pamphlets, and Supplements*

Document	Publication Name	Date
FSHR 5-1	Installation Support	5 Mar 98 Mandatory
FSHR 10-1	Organization and Functions	30 Jun 94 Mandatory
FSHR 25-1	Information Mission Area Installation Support Regulations	01 May 90 Mandatory
FSHR 51	Statement of Work	Jan 96 Mandatory
FSHR 809-R	USAG Command Inspection Checklist	Mar 98 Mandatory

## SECTION C-16

*Table 4-6: Commercial and Other Standards*

Document	Publication Name	Date
FORSCOM Supplement to AR 350-42	Nuclear, Biological, and Chemical Defense Warfare Training	Jun 97 Mandatory
FORSCOM 700-2	FORSCOM Standing Logistics Instructions	01 Dec 99 Mandatory
MEDCOM 350-4	Training Requirements	12 Feb 98 Mandatory
TRADOC 350-6	Initial Entry Training (IET)	30 Nov 98 Mandatory

*Table 4-7: Forms*

Document	Publication Name	Date
DA Form 581	Request for Issue and Turn In of Ammunition	Jul 99
DA Form 705	Army Physical Fitness Test Scorecard	Jun 99
DA Form 1687	Notice of Delegation of Authority – Receipt for Supplies	Jan 82
DA Form 2062	Hand Receipt/Annex Number	Jan 82
DA Form 3078	Personal Clothing Request	May 93
DA Form 3161	Request for Issue or Turn In	May 83
DA Form 3903-R	Visual Information Work Order	Feb 96
DA Form 3953	Purchase Request and Commitment	Mar 91
DA Form 4187	Personnel Action	Apr 95
DA Form 4697	Department of the Army Report of Survey	Sep 81
DA Form 5960	Authorization to Start, Stop, Change Basic Allowance for Quarters (BAQ) and/or Variable Housing Allowance (VHA)	Sep 90
DD Form 1348-1A	Issue Release/Receipt Document	Jul 91
DD Form 1556	Request, Authorization, Agreement, Certification of Training and Reimbursement	Mar 87
DD Form 1610	Request and Authorization for TDY Travel of DOD Personnel	Jun 67
DD Form 2762	Direct Deposit Authorization	Oct 97
FSH Form 1135	Supply List for Credit Card Purchases	Jan 96
FSH Form 2070-E	Request for Ranges/Training Areas	May 96
SGLI Form 8286	Servicemember's Group Life Insurance Election and Certificate	Apr 96
USARC Form 1058-R	Application for Active Duty Training and Annual Training for Members of the Army Reserve	Sep 93

DADA10-00-R-0013  
01/31/01  
ATCH 1

## SECTION C-16

### **C-16.3.5. Technical Exhibit 5—Required Reports.**

Instructions to the Service Provider concerning each report listed below are contained in DD Forms 1423 and associated Data Item Descriptions (DIDs).

PRD REF	CDRL #	DESCRIPTION OF REPORT
		None

## SECTION C-16

### **C-16.3.6. Technical Exhibit 6—Estimated Annual Workload and Associated Factors.**

Table 6-1 lists the PRD services where estimated quantities of work output have been identified and as such are subject to variations. If, at the **end** of the basic and each option period, the total estimated workload for each subparagraph, considering complexity, difficulty, and cost of the various outputs below, varies above or below fifteen (15) percent from the total yearly estimated contract workload, negotiations for an equitable price adjustment (to include award fee pool) may be initiated by either party. The increases or decreases in estimated cost (to include award fee pool) shall be based on the net of all increases or decreases in changes to the workload for all sections. The yearly adjustment to the estimated contract cost shall be made based only on the subparagraph(s) of the total contract whose workload increases *or* decreases in excess of fifteen (15) percent.

*Table 6-1: Annual Work Counts*

<b>PRD Number</b>	<b>Work Count Title</b>	<b>Estimated Workload</b>
C-16.3.1.1	Process Requests for Training Courses	528
C-16.3.1.1	Process Requests for Training Course Substitution	73
C-16.3.1.1.	Process Requests for Training Course Cancellation	36
C-16.3.1.2.	Process Travel Orders	295
C-16.3.1.2.	Maintain Travel Voucher File Monthly	0
C-16.3.1.3.	Prepare TACITS Reports	2
C-16.3.1.4	Coordinate Support Requirements for PLDC	14
C-16.3.1.5	Coordinate and Facilitate New Installation Commander and First Sergeant Course	1
C-16.3.1.6	Schedule and Facilitate ISTC Courses	3
C-16.3.1.7	Respond to Customer Inquiries Regarding Training	100
C-16.3.2.1	Write Quarterly Training Guidance	4
C-16.3.2.1	Write Annual Training Guidance	1
C-16.3.2.2	Schedule and Attend Unit Training Briefings	18
C-16.3.3.1	Inspect Unit Training Programs	20
C-16.3.3.2	Inspect Unit CTT Compliance	11
C-16.3.3.3	Coordinate Mandatory Training for Mobilizing Units	2
C-16.3.4.1	Process Reservations for Billeting & Classroom Space for Units	276
C-16.3.4.1	Brief Advance Parties	23
C-16.3.4.1	Reserve Classroom Space for Units	75
C-16.3.4.1	In- & Out-Process Units to Billeting	552
C-16.3.4.1	Coordinate Repairs to Billeting or Classroom Facilities	301
C-16.3.4.1	Retrieve, Drop Off, & Pick Up Linens	62
C-16.3.4.1	Inspect Facilities	2,259

DADA10-00-R-0013  
01/31/01  
ATCH 1

SECTION C-16

<b>PRD Number</b>	<b>Work Count Title</b>	<b>Estimated Workload</b>
C-16.3.4.2	Coordinate Repairs to Equipment	267
C-16.3.4.2	Process Equipment for Turn In	68
C-16.3.5.1	Coordinate and Host AT Conference	1
C-16.3.5.2	Maintain RC Training Support Guide	1
C-16.3.5.3	Coordinate Support Requirements for JROTC Summer Camps	2
C-16.3.6.1	Prepare Monthly and Annual Ammunition Forecasts	13
C-16.3.6.2	Process and Verify Requests for Issue and Turn In of Ammunition	364
C-16.3.7.1	Initiate and Extract Orders for IRR Personnel	22
C-16.3.7.2	In- & Out-Process IRR Personnel	158
C-16.3.7.3	Prepare Military Clothing Requests	10
C-16.3.7.4	Coordinate & Administer Army Physical Fitness Test of IRR personnel	36
C-16.3.8.1	Issue and Accept Return of Non-MILES Training Devices	16,322
C-16.3.8.1	Coordinate Inventory of Non-MILES Training Devices Issued and Returned	2
C-16.3.8.1	Coordinate and Execute Turn In of Non-MILES Equipment to DRMO	27
C-16.3.8.1	Coordinate and Execute Turn In of Non-MILES Equipment to CIPB	0
C-16.3.8.1	Coordinate Post-to-Post Transfers of Equipment	0
C-16.3.8.1	Coordinate Lateral Transfers of Equipment to other Posts/Units	274
C-16.3.8.1	Coordinate and Transport Non-MILES Equipment for Repair	103
C-16.3.8.1	Remove Obsolete Devices from Non-MILES Inventory	0
C-16.3.8.2	Issue and Accept Returns of MILES Equipment	60,476
C-16.3.8.2	Deliver turn-ins to and Pick Up Repaired MILES Equipment from Fort Hood	24
C-16.3.8.3	Schedule Use of Training Devices (WEAPONEER/FATS/MACS)	1,006
C-16.3.8.3	Schedule Use of Training Facilities	58
C-16.3.8.4	Conduct Training Sessions for Operation and Use of Devices	9
C-16.3.8.5	Answer Customer Inquiries	7,530
C-16.3.8.5	Issue Expendable Training Aids	114
C-16.3.8.5	Conduct Training Device Warehouse Tours	24
C-16.3.9	Prepare Cost Estimates for Services	417
C-16.3.9	Fabricate Training Devices	4,140

DADA10-00-R-0013  
01/31/01  
ATCH 1

## SECTION C-16

<b>PRD Number</b>	<b>Work Count Title</b>	<b>Estimated Workload</b>
C-16.3.10.1	Conduct Training Classes for Transport of Hazardous Materials	6
C-16.3.10.1	Conduct HAZCOM/HAZMAT Training Classes	2
C-16.3.10.1	Conduct NBC Training Briefings	0
C-16.3.10.2	Provide Guidance on HAZMAT and NBC Matters	36
C-16.3.10.3	Conduct Unit NBC Inspections	2
C-16.3.10.3	Conduct Random Unit NBC Inspections	1
C-16.3.10.4	Report Findings of Chemical Warfare	0
C-16.3.10.5	Assist City of San Antonio Anti-Terrorism Plan & Exercises	4

The following table contains historical information regarding official Government travel necessary to fulfill services specified in Section C-16 of the PRD.

*Table 6-2: Annual Travel*

<b>PRD Number</b>	<b>Destination &amp; Purpose</b>	<b># Days per trip</b>	<b>FY 99 trips</b>	<b>Reserved</b>
C-16.3.1.1.	ATTRS Conference	5	1	
C-16.3.8.	Fielded Device Council Conference	3	4	
C-16.3.7.	PERSCOM IMA Conference	5	1	
C-16.3.6.	Committee Ammunition Logistics Conference	5	2	
C-16.3.5.1	Pre-Camp Conference	5	1	
C-16.3.3.	CTC Conference	5	1	
C-16.3.3.	ITAMS Conference	5	1	
C-16.3.3.	Range Control/Operations Conference	5	1	
C-16.3.10.	HAZMAT Certification Conference	5	2	

The following table contains information regarding government furnished facilities currently used to provide billeting for active and reserve component units training at Fort Sam Houston.

*Table 6-3: Billeting Facilities*

<b>PRD Number</b>	<b>Building Number</b>	<b>Personnel Capacity</b>
C-16.3.4	147	53
C-16.3.4	1152	106
C-16.3.4	1153	98
C-16.3.4	1159	128
C-16.3.4	1160	128
C-16.3.4	1161	128

SECTION C-16

DADA10-00-R-0013  
01/31/01  
ATCH 1

**C-16.3.7. Technical Exhibit 7—Performance Summary of Quality Control Standards.**

The services listed in this Performance Summary represent those key services for which at least one type of standard has been identified as necessary for satisfactory performance and shall be included in the Service Provider's QCP. Tasks called for in the Description of Services which have no pre-defined standard are not included. The absence of comprehensive Government standards does not absolve the Service Provider of the overall responsibility to generate high quality products and services according to normal business practices and industry standards, nor does this condition detract from Government enforceability nor limit the rights or remedies of the Government under all provisions of the contract.

Quality Control Plan (QCP) services will be monitored by the Service Provider in accordance with the approved QCP submitted by the Service Provider. The surveillance method used by the Service Provider to meet the Government performance standard shall be determined by the Service Provider and documented in the QCP. Acceptable surveillance methods include:

- Random sampling. This is usually the most appropriate method for recurring tasks. With random sampling, services are sampled using a statistically based sampling procedure in which each service output in a lot has an equal chance of being selected to determine if the level of performance is acceptable. Random sampling works best when the number of instances of the services being performed is very large and a statistically valid sample can be obtained.
- 100% inspection of the output. This is usually only the most appropriate method for infrequent tasks or tasks with stringent performance requirements, e.g., where safety or health is a concern. With this method, performance is inspected/evaluated at each occurrence. One hundred percent inspection is too expensive to be used in most cases.
- Periodic inspection of the processes or output. This method, sometimes called "planned sampling," consists of the evaluation of tasks selected on other than a 100 percent or random basis. It may be appropriate for tasks that occur infrequently, and where 100 percent inspection is neither required nor practicable. A predetermined plan for inspecting part of the work is established using subjective judgment and analysis of agency resources to decide what work to inspect and how frequently to inspect it.
- Customer Surveys and validated customer complaints. Although usually not a primary method, this is a valuable supplement to more systematic methods. In certain situations where customers can be relied upon to complain consistently when the quality of performance is poor, customer surveys and customer complaints may be a primary surveillance method, and customer satisfaction an appropriate performance standard. In all cases, complaints shall be documented, preferably on a standard form.

## SECTION C-16

PRD PARA	SERVICE PERFORMED	PERFORMANCE STANDARD	MAX ERROR RATE
C-16.3.1.1	The Service Provider shall process requests for training.	Training requests processed and submitted to DA within 3 days of receipt	5% Lot = Number of training requests processed per year
C-16.3.1.1	The Service Provider shall process requests for training.	Cancellation requests processed within 8 hours of receipt	5% Lot = Number of cancellation requests processed per year
C-16.3.1.1	The Service Provider shall process requests for training.	Substitution requests processed within 3 days of receipt	5% Lot = Number of substitution requests processed per year
C-16.3.1.2	The Service Provider shall prepare travel orders.	All travel orders completed and sent for authentication 30 days prior to course start date	5% Lot = Number of travel orders (received at least 30 days prior to course start date) completed per year
C-16.3.1.2	The Service Provider shall prepare travel orders.	All travel vouchers submitted to DFAS within 5 days of duty completion	5% Lot – Number of travel vouchers submitted to DFAS per year
C-16.3.1.3	The Service Provider shall prepare and submit the Total Army Central Individual/Training Solicitation (TACITS) Report.	TACITS Report error free and submitted by established suspense date; if late then submitted no more than 10 days after suspense date	0%
C-16.3.1.6	The Service Provider shall interpret, disseminate, and provide advice and information on training guidance.	Respond to customer inquiries within 2 working days of request	10% Lot = number of customer inquiries per year
C-16.3.2.1	The Service Provider shall publish and distribute training guidance for units.	Quarterly training manual complete 4 weeks prior to start of next quarter, if late then complete 15 days prior to start of next quarter	25% Lot = Number of quarterly manuals completed per year
C-16.3.2.1	The Service Provider shall publish and distribute training guidance for units.	Annual training manual complete 60 days prior to start of fiscal year; if late then completed 45 days prior to start of fiscal year	0% Lot = Number of annual training manuals completed per year
C-16.3.4.1	The Service Provider shall manage and maintain assigned billeting and classroom facilities for personnel training at Fort Sam Houston.	All reservations for billeting and training facilities, areas, and classrooms processed within 3 work days of receipt of request	5% Lot = Number of request for facilities usage per year
C-16.3.4.1	The Service Provider shall manage and maintain assigned billeting and classroom facilities for personnel training at Fort Sam Houston.	Coordinate required facilities maintenance within 3 hours of receiving request or complaint	5% Lot = Number of requests for facilities maintenance per year

DADA10-00-R-0013  
01/31/01  
ATCH 1

## SECTION C-16

PRD PARA	SERVICE PERFORMED	PERFORMANCE STANDARD	MAX ERROR RATE
C-16.3.7.1	The Service Provider shall research the Army Reserve Personnel Command (ARPERSCOM) Orders Resource System (AORS) to initiate and extract orders for vacant IRR positions, provide information on available IRR positions, the position requirements, verify candidate's qualifications and process applications.	Applications processed and entered into AORS (submitted to ARPERSCOM) within 1 workday of receipt	1% Lot = Number of applications processed and submitted per year
C-16.3.7.4	The Service Provider shall coordinate and administer Army Physical Fitness Test (APFT).	Administer APFT to all eligible IRRs prior to out-processing	5% Lot = Number of APFT eligible IRRs per year
C-16.3.7.4	The Service Provider shall coordinate and administer Army Physical Fitness Test (APFT).	APFT results submitted to ARPERSCOM no later than 5 working days after IRR out-processing	5% Lot = Number of APFT eligible IRRs APFT tested per year
C-16.3.8.1	The Service Provider shall manage the inventory, issue, and return of training devices using the Standard Property Book System- Redesigned (SPBS-R) and the MILES Army Tracking System (MATS) for Multiple Integrated Laser Engagement (MILES) Equipment	Inventory accuracy maintained at 85%	20% Lot = number of inventory discrepancies per quarter
C-16.3.9	The Service Provider shall operate and manage the fabrication shop.	Cost estimate completed within 3 working days of request	10% Lot = Number of cost estimates completed per year
C-16.3.9	The Service Provider shall operate and manage the fabrication shop.	Fabricated projects completed error-free and according to specifications	0% Lot = Number of fabricated projects completed per quarter
C-16.3.9	The Service Provider shall operate and manage the fabrication shop.	Fabricated project will be completed no later than agreed upon date. Late projects will be completed no later than 10 days after agreed upon date or not later than the renegotiated delivery date	20% Lot = Number of items fabricated per quarter
C-16.3.10.4	The Service Provider shall identify and report findings of chemical warfare materials.	Report of chemical warfare findings submitted to government official quarterly	0% Lot = Number of chemical warfare finding reports submitted per year

DADA10-00-R-0013  
01/31/01  
ATCH 1